

# Three's Returns, Exchange & Cancellation Policy

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## Does this policy apply to you?

This policy applies if you're a Three customer (including our Three business customers) who joined or upgraded from 30 January 2023 and are on one of the following types of plan:

- Three Your Way Airtime Plans (which you'll be on if you've got separate airtime and device contracts);
- Three Your Way SIM Only Plans
- Three Your Way Connect Plans;
- Three Your Way Connect Data SIMs; or
- Joined Three from 30 January 2023 on a Mobile Broadband or Home Broadband Package (with a coral-coloured SIM card)

If you are not on one of the above plans, you can find your Returns & Exchange Policy at [www.three.co.uk/returns](http://www.three.co.uk/returns)

## Our Returns, Exchange and Cancellation Policy

We always hope you're happy with your services and any new purchase but just in case you're not, we've set out below when you can change your mind, including by returning or exchanging any equipment including accessories. This will depend on what you've purchased, where you placed your order, and if you purchased directly from Three or another retailer.

### Accessory, Airtime and SIM plans

| Where did you place your order?                                 | Can you change your mind?                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>From a Three Store (excluding Three Business Customers*)</b> | Yes, <b>within 14 days</b> from the later of:<br><br><ol style="list-style-type: none"><li>1. The date of your order.</li><li>2. Confirmation in writing of your terms and conditions; or</li><li>3. Delivery of your SIM and/or accessory.</li></ol><br>This is known as your 'Cooling-off Period'.          |
| <b>Three Contact Centre</b>                                     |                                                                                                                                                                                                                                                                                                               |
| <b>Online at Three.co.uk</b>                                    |                                                                                                                                                                                                                                                                                                               |
| <b>From another retailer</b>                                    | You'll need to check directly with them to see what their cancellation policy is. If you have connected to Three and used any of our services, then we may charge you for these. Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill. |

### Return and cancellation of equipment and devices

| Where did you buy it from?                                      | Can you make a return?                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>From a Three Store (excluding Three Business Customers*)</b> | Yes, <b>within 14 days</b> of receiving your purchase, unless you purchased a Home Broadband plan, in which case you have <b>30 days'</b> from receiving your Hub to return it and cancel the Home Broadband or Mobile Broadband services. This is known as your 'Cooling-off Period'.<br><br><b>Smartwatches:</b><br><br>If you are returning a smartwatch you will have the option of keeping your Smartwatch Pairing plan which can be linked to another smartwatch. |
| <b>Three Contact Centre</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Online at<br/>Three.co.uk</b> | <p>Note you are required to have an active airtime plan on Three in order for your smartwatch and Smartwatch Pairing services to work.</p> <p>Please see "What do you need to do" below, as to <i>how</i> to Return your Device or Accessory.</p>                                                                                                                                                                                                                                                                                                          |
| <b>From another<br/>retailer</b> | <p>You'll need to check directly with them to see what their returns and exchanges policy is. If you're given an exchange or refund, but have connected to Three and used any of our services, then we may charge you for these. Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill.</p> <p>If you purchased your accessory from our accessory partner please visit: <a href="http://www.accessories.three.co.uk/pages/returns">www.accessories.three.co.uk/pages/returns</a></p> |

### Exchanging equipment and devices

| <b>Where did you<br/>buy it from?</b>                                       | <b>Can you exchange it for a different device?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>From a Three<br/>Store (excluding<br/>Three Business<br/>Customers*)</b> | Yes, <b>within 14 days</b> of receiving your purchase, unless you purchased a Home Broadband plan, in which case you have <b>30 days'</b> from receiving your Hub to return and exchange it.                                                                                                                                                                                                                                                                                                                                                                |
| <b>Three Contact<br/>Centre</b>                                             | If your new basket value is higher or if you are moving into or exchanging a Device Finance agreement the exchange would be subject to a new credit and affordability check.                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Online at<br/>Three.co.uk</b>                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>From another<br/>retailer</b>                                            | <p>You'll need to check directly with them to see what their returns and exchanges policy is. If you're given an exchange or refund, but have connected to Three and used any of our services, then we may charge you for these. Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill.</p> <p>If you purchased your accessory from our accessory partner, please visit: <a href="http://www.accessories.three.co.uk/pages/returns">www.accessories.three.co.uk/pages/returns</a></p> |

### Faulty Products – what to do if your Equipment or Services are faulty

- If a fault occurs in the first 30 days of purchase, please [contact us](#). If after testing a fault is found you will have the option of a repair, replacement or a return and refund.
- If you return and refund a device purchased with a bundle, you will be required to return the entire bundle.
- Only the device with the fault will be repaired or replaced. If you purchased a bundle, you will retain the accessories.
- After 30 days you will be entitled to a repair. Where covered under the manufacturer's warranty there won't be a charge. Find out more [Repairing your device - Repairing your device - Support - Three](#).
- You must turn off "Find My iPhone" on your Apple Device before returning the Device to Three and you must not turn "Find my iPhone" back on during the exchange period. If you fail to remove it and "Find my iPhone" is enabled on the Device when your Device is received by us and/or or you turn "Find my iPhone" back on during the exchange period, we'll apply a charge to your Three account by an amount of up to the cost of the Device.

#### Exchanging Faulty accessories

| Where did you buy it from?                               | Can you make an exchange?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| From a Three Store (excluding Three Business Customers*) | Yes, <b>within 30 days</b> of receiving your purchase.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Three Contact Centre                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Online at <a href="http://Three.co.uk">Three.co.uk</a>   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| From another retailer                                    | <p>Please see "What do you need to do" below, as to <i>how</i> to exchange your Device or Accessory.</p> <p>You'll need to check directly with them to see what their exchange policy is. If you're given an exchange but have connected to Three and used any of our services, then we may charge you for these. Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill.</p> <p>If you purchased your accessory from our accessory partner please visit: <a href="http://www.accessories.three.co.uk/pages/returns">www.accessories.three.co.uk/pages/returns</a></p> |

## Business Customers

All Business customers should refer to Three's Business Customers Returns & Exchange Policy, which can be found [here](#).

## Pay As You Go

|                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchased from a Three Store                                 | We're sorry, but if you bought your PAYG SIM, Top-up, Pack or Addon from a Three Store and you change your mind, you'll be unable to return or exchange it.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Purchased From Three Contact Centre or online at Three.co.uk | Within 14 days of connection to the Three Services, known as your "Cooling Off Period", you may cancel your Pay As You Go Agreement by contacting Three Customer Services or completing the Cancellation Form set out below and returning it to us. You will be entitled to a refund of any Pay As You Go Credit that remains unused at the date of cancellation, or a refund related to the allowance remaining in your Pack, Top-up or Add-on as calculated by Three. You will not be entitled to refunds of Pay As You Go Credit, Packs or Add-ons which have been added after the Cooling Off Period has expired |

## What do you need to do?

If you wish to change your mind, including return or exchange an item purchased from a Three Store, the Three Contact Centre or online at Three.co.uk you can:

|                   |                                   |                                                  |
|-------------------|-----------------------------------|--------------------------------------------------|
| <b>Contact Us</b> | <b>Go to a Three Retail Store</b> | <b>Complete and return the Cancellation Form</b> |
|-------------------|-----------------------------------|--------------------------------------------------|

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Only available for customers who purchased through our Contact Centre or Online (incl. Pick Up In Store orders).</p> <p>Chat with us at <a href="https://three.co.uk/support/contactus">three.co.uk/support/contactus</a>)</p> <p>Or</p> <p>Call Three Customer Services on <b>333</b> from a Three mobile (it's free) or <b>0333 338 1001</b> (standard call charges apply) from another phone</p> <p>Or</p> <p>Call <b>500</b> (it's free from a Three phone) or 0333 338 1003 from another phone (standard call charges apply) if you're a Mobile Broadband or Three Your Way Connect customer</p> | <p>Only available for customers who purchased in one of our Three Stores.</p> | <p>You can complete and return the Cancellation Form. We'll then be in touch to arrange the return of any device and/or accessories and we ask you dispose if your SIM card.</p> <p><u>Important:</u> Please do not return the device when sending the Cancellation Form. Please await further instructions as to where and when to return your device otherwise there will be a delay to the processing of your return or exchange.</p> |
| <p><b>Business Customers</b></p> <p>Chat with us at <a href="https://three.co.uk/support/contactus">three.co.uk/support/contactus</a>)</p> <p>Or</p> <p>Call Three Customer Services on <b>337</b> from a Three mobile (it's free) or <b>0333 338 1004</b> (standard call charges apply) from another phone</p>                                                                                                                                                                                                                                                                                          |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                          |

### **Important things to note:**

#### **If you have a Three Your Way Device Plan Agreement and want to return or exchange your Device or wish to cancel your airtime contract(s):**

- If you *return* your device, the amount refunded for your device will be applied to your device plan agreement. If, after that, there is an amount that remains outstanding

under your device plan agreement, you will need to continue to make your monthly payments on time and in full until that amount is repaid.

- If multiple devices or accessories were purchased together as a bundle, all elements must be returned.
- If you are *exchanging* your device and the exchange is for the same make, model, memory size as your original device. All terms under your existing device plan agreement, including your repayments and loan amount, will apply to your new device.
- If you are *exchanging* your device, and the exchange is for a different make, model or memory size then your original device. You may be subject to a credit and affordability check. You will receive new terms and repayment schedule for your new loan amount if applicable.

## **Using our 14-days returns policy**

- You're allowed to do what is reasonable and turn on and use your Device to inspect it and to make sure you've received what you thought you were buying and that it works as expected, but if there's any damage, or it's used beyond what's reasonable, we have the right to charge you for any loss in value to the goods as a result of your use or damage.
- Before you send your Device(s) back, make sure you've taken the SIM out and disposed of it if you don't need it anymore. If your Device uses eSIM, you'll need to delete your eSIM profile. This will help to keep your personal information safe when returning your Device(s). Check you've got a replacement SIM or eSIM capable Device available before you delete your eSIM profile so you can move your number over.
- You must turn off "Find My iPhone" on your Apple Device before returning the Device to Three and you must not turn "Find my iPhone" back on during the returns or exchanges period. If you fail to remove it and "Find my iPhone" is enabled on the Device when your Device is received by us and/or or you turn "Find my iPhone" back on during the returns or exchange period, we'll reduce your refund or apply a charge to your Three account by an amount of up to the cost of the Device.
- You'll need to pay a proportionate amount for any services received up to the date you cancel (e.g. a pro-rata amount of your monthly charge) and will be charged for any Three Services you use (e.g., for any calls, texts or data used). It can take up to 3 months for some international and premium rate services to be applied to your bill.
- If you return a Device (or accessory) to us, you will need to return the Device in the original packaging along with any manuals, chargers, accessories and any "free" gifts supplied with the Device. If anything is damaged or missing, you may be charged for these in line with the appropriate charges set out in our Price Guide.
- We realise mistakes happen, so take care when returning our Device to us. If you send us the wrong Device, or don't return your Device at all, we won't be able to

process your request and you'll continue to be charged in accordance with your agreement with us.

- If you are using our Cancellation Form to cancel your account, we'll be in touch on receipt of the form to arrange for your devices return – it is important that you do not return the device at the same time as sending us your Cancellation Form, as this may result in a delay to your Cancellation being processed.
- For hygiene reasons, we can't accept returns on some standalone accessories, like headsets, where the packaging has been opened or had the seal broken.
- If you have received a discount on Three Services, other services, equipment or accessories from us which was conditional on purchasing certain Three Services or equipment and you cancel that conditional order during your Cooling-off Period but keep the discounted Three Services, other services, equipment or accessories, you will no longer be eligible for that discount and will be required to pay us the difference between the discounted price and the full standard price for the Three Services, other services, equipment or accessories.
- This policy doesn't apply to digital products.
- If you change your mind after the Cooling-off Period, you will need to give us 30 days' notice and pay an early Cancellation Fee as set out in our [www.Three.co.uk/terms/termsconditions/paym-and-payg](http://www.Three.co.uk/terms/termsconditions/paym-and-payg)

## **When using our 30-days returns policy for Home Broadband**

You're allowed to do what is reasonable and turn on and use your Device to inspect it and to make sure you've received what you thought you were buying and that it works as expected, but if there's any damage, or it's used beyond what's reasonable, we have the right to charge you for any loss in value to the goods as a result of your use or damage.

- You'll also be charged a proportionate amount for any services received up to the date you cancel (e.g. a pro-rata amount of your monthly charge) and for any data you use.
- We realise mistakes happen, so take care when returning our Device to us. If you send us the wrong Device, or don't return your Device at all, we won't be able to process your request and you'll continue to be charged in accordance with your agreement with us.
- If you have received a discount on Three Services, other services, equipment or accessories from us, which was conditional on purchasing Home Broadband and you cancel that conditional order during your Cooling-off Period but keep the discounted Three Services, other services, equipment or accessories, you will no longer be eligible for that discount and will be required to pay us the difference between the discounted price and the full standard price for the Three Services, other services, equipment or accessories.
- If you change your mind after the 30 day Cooling-off Period, you will need to give us

30 days' notice and pay an early Cancellation Fee as set out in our Terms & Conditions at [www.Three.co.uk/terms](http://www.Three.co.uk/terms)

- If you fail to return the Broadband Equipment as required in our Home Terms and Conditions (as applicable), whether inside or outside of the 30 days returns period, you will have to pay a non-return charge. For more information about these charges please see the relevant terms at [www.Three.co.uk/terms](http://www.Three.co.uk/terms)

### **One final point to note.**

If you're a consumer, these policies will not affect your statutory rights, which cannot be excluded. For more information on your statutory rights, please contact your local authority Trading Standards Department or Citizens Advice Bureau.

### **Cancellation Form**

Only fill out this form if you want to withdraw from your agreement with Three during the Cooling-off Period.

***Do not return any devices with this form. Please await further instructions as to where and when to return your device; otherwise, there will be a delay to the processing of your return.***

For purchases made in a Three Store, please visit a Three Store where store colleagues will be able to assist you with your return.

|                          |
|--------------------------|
| <b>Cancellation Form</b> |
|--------------------------|

**Fill in this form and post it to us at:**

Three Customer Services  
Hutchison 3G UK Limited  
PO Box 333  
Glasgow  
G2 9AG.

**IMPORTANT:** If cancelling a device order, **please do not return your device when sending the Cancellation Form.** Please await further instructions as to where and when to return your device; otherwise there will be a delay to the processing of your return or exchange.

Please complete the Cancellation Form below and include your Three phone number (where you have one).

**Once we've received the form, we will contact you about next steps,** it may take a few working days before you hear back from us. Don't forget you may be charged for any Services you use before we process your cancellation.

**I/We\* hereby give notice that I/We\* cancel my/our\* contract of sale of the following goods and/or for the supply of the following service(s):**

|                                                                   |  |
|-------------------------------------------------------------------|--|
| Date ordered on                                                   |  |
| Date order received                                               |  |
| Name of Customer/Primary Account Holder                           |  |
| Address                                                           |  |
| Three Mobile Number(s)                                            |  |
| Alternative Number we can contact you on (if needed)              |  |
| Signature of Customer<br>(only if this form is notified on paper) |  |
| Date                                                              |  |

\* Delete as appropriate